

PART I	DEPARTMENT OF PERSONNEL SERVICES	1.311
	STATE OF HAWAII	1.312
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Class Specifications  
for the

TELEPHONE SWITCHBOARD OPERATOR SERIES

Series Definition:

This series includes all positions the duties of which are to supervise or perform work involving the operation of multiple or single-position cord or console type switchboard equipment which services 25 or more working lines.

Telephone switchboard operators normally receive and place incoming and outgoing local, long-distance and interisland telephone calls. They also provide information to callers relating to telephone numbers, extensions, agency structure and titles, general functions of the organizations, or other general information of a similar nature.

The levels in this class are distinguished by (a) the type of supervision exercised; and (b) working knowledge of the organizations served which is dependent upon the number, size and complexity of the organizations.

(This series replaces the following classes)

Telephone Switchboard Operator I, 1.305  
Telephone Switchboard Operator II, 1.310

DATE APPROVED: 2/13/70      /s/ David K. Trask, Jr.  
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Director of Personnel Services

TELEPHONE SWITCHBOARD OPERATOR I      1.311

Duties Summary:

Operates a single position switchboard or one station of a multiple position switchboard; gives out routine, non-technical information concerning the agency served; may perform simple

clerical and typing tasks; and performs other related duties as assigned.

Distinguishing Characteristics:

This class operates a single position switchboard or one station of a multiple position switchboard serving a small or moderate sized department or agency.

Examples of Duties:

Receives and places incoming and outgoing local, long-distance, and interisland telephone calls; routes telephone calls and messages to the proper persons, divisions, or offices within the exchanges; answers routine, non-technical inquiries regarding the department or agency served and refers other technical questions to the proper persons for disposition; keeps records of long-distance and interisland telephone calls and other toll calls for billing purposes; may operate a public address system; may operate a civilian band radio; may maintain a personnel locator by entering information regarding the location and extension numbers of persons within the exchange on index cards or a rotary file; may maintain a local telephone directory; and may perform other simple clerical and typing tasks.

Knowledge and Abilities Required:

Knowledge of: Operation of a telephone switchboard; general procedures involved in placing and charging long-distance, interisland, and other toll telephone services; common office practices and procedures; grammar and word usage.

Ability to: Speak clearly, pleasantly, and with good diction; be courteous and tactful in dealing with the public and with personnel in the department or agency; remember names and numbers; perform simple clerical tasks; learn to operate a typewriter; understand and carry out oral and written instructions; deal with ordinary office situations; cooperate and get along well with others; and hear well.

TELEPHONE SWITCHBOARD OPERATOR II

1.312

Duties Summary:

Telephone Switchboard Operator II positions are typically of two types:

1. Operates one station of a multiple position switchboard in a central exchange setting, serving several departments or a large agency or department involved in a large number of varied and/or unrelated programs; gives out routine, non-technical information concerning the departments or agencies served; and performs other related duties as assigned.
2. Supervises the work of several Telephone Switchboard Operator I's in the operation of a single or multiple position switchboard which may be operated on a shift basis; operates one station of a multiple position switchboard or a single position switchboard; maintains necessary operational records; may perform other simple clerical and typing tasks; and performs other related duties as assigned.

Distinguishing Characteristics:

1. This class operates one station of a multiple position switchboard which serves several departments or a large department or agency involved in a large number of widely varied and/or unrelated programs and requires that the operator have a knowledge of the function of each division and/or programs of the departments or agencies served.
2. This is the working supervisor class characterized by scheduling, assigning and supervising the work of several Telephone Switchboard Operator I's in addition to operating one station of a multiple position switchboard or a single position switchboard serving a small or moderate size department or agency.

Examples of Duties:

1. Receives and places incoming and outgoing local, long-distance, and interisland telephone calls; routes

telephone calls and messages to the proper person, division, or office of the departments or agencies served; answers routine, non-technical inquiries concerning the departments or agencies served and refers other technical questions to the proper persons or offices for disposition; keeps records of long-distance and interisland telephone calls and other toll calls for billing purposes; may operate a public address system; may operate a civilian band radio; may maintain a personnel locator; and may maintain a local directory.

2. Plans, assigns, and reviews the work of several Telephone Switchboard Operator I's who operate stations of a multiple position switchboard or a single position switchboard; operates one station of a multiple position switchboard or a single position switchboard; makes work schedules; keeps records of hours worked and makes operational reports of the number of long-distance and interisland telephone calls and toll charges; keeps record of staff changes within the department or agency and compiles a working directory of telephone local numbers within the exchange; answers routine, non-technical questions regarding the department or agency served and refers other technical questions to the proper persons for disposition; reports any telephone line difficulty and requests repair services; takes measure necessary to resolve difficulties relating to services rendered to the public and to the department or agency served; may operate a public address system; may operate a civilian band radio; and familiarizes new Telephone Switchboard Operator I's with established procedures and the function of the department or agency served.

Knowledge and Abilities Required:

Knowledge of: Operation of a telephone switchboard; general procedures involved in placing and charging long-distance, interisland, and other toll telephone services; common office practices and procedures; and grammar and word usage.

Ability to: Speak clearly, pleasantly, and with good diction; be courteous and tactful in dealing with the public and with personnel in the departments or agencies served; remember

names and numbers; perform simple clerical tasks; learn to operate a typewriter; give and receive oral and written instructions; deal with ordinary office problems satisfactorily; cooperate and get along well with others; hear well; and in supervisory positions, plan work schedules and review the work of others.

**TELEPHONE SWITCHBOARD OPERATOR III**

**1.313**

Duties Summary:

Supervises the work of several Telephone Switchboard Operator II's in the operation of a multiple position switchboard in a central exchange setting; responsible for the operation of a switchboard center; and may perform other related duties as assigned.

Distinguishing Characteristics:

This position is the full time supervisor who is responsible for the operation of a switchboard which serves several departments or a large agency or department involved in a large number of widely varied and/or unrelated programs.

Examples of Duties:

Plans, assigns and schedules the work of Telephone Switchboard Operator II's; makes work schedules; evaluates and rates work of subordinates; satisfactorily disposes of difficult inquiries regarding the departments or agencies served; resolves difficulties relating to services rendered to the public and the departments or agencies served; keeps records of and submits periodical reports of the number of long-distance and interisland telephone calls and toll charges for billing purposes; reports any telephone line difficulties and requests repair services; familiarizes new workers with established procedures and assists them in learning telephone numbers, location of personnel, and the functions of the various divisions and programs of the departments or agencies served; serves as a consultant on matters regarding new or improved telephone services; may operate a public address system; may operate a civilian band radio; may maintain a local directory; and may operate a station of a multiple position switchboard when necessary.

Knowledge and Abilities Required:

Knowledge of: Common office practices and procedures; operation of a multiple position telephone switchboard; general procedures involved in placing and charging long-distance, interisland, and other toll telephone services; and principles and practices of supervision.

Ability to: Plan work schedules and review the work of others; supervise the work of Telephone Switchboard Operator II's; speak clearly, pleasantly and with good diction; be courteous and tactful in dealing with the public and with personnel in the various departments or agencies served; perform simple clerical tasks; learn to operate a typewriter; remember names and numbers; give and receive both oral and written instructions; deal with ordinary office problems satisfactorily; cooperate and get along well with others; and hear well.